

# How will EDISON affect ME?

Although many of the changes that will take place with Edison will largely affect core users, Edison has numerous benefits for all employees, primarily through Employee Self-Service (ESS). The ESS module of Edison is a "one-stop shop" that allows employees to view or change their personal information, record time and request leave. Because Edison is accessible through the Internet, employees will have access to their information anywhere at any time.

Here are some of the exciting capabilities available through Edison Employee Self-Service:

- **Online Pay Stubs.** Beginning in January 2008, employees can view pay stubs and leave balances online at any time. After 16 months in production, Edison will store the most recent 16 months of pay stubs, allowing employees to have easy access to historical data.
- **Access Personal Data.** Edison will give employees the ability to update their personal information, such as address and marital status, in addition to making changes to their W-4. Although W-2s cannot be accessed through Edison, they can be requested online.
- **Three Direct Deposit Accounts.** Edison will allow employees to split the direct deposit of their paycheck into as many as three different accounts.
- **Benefits Information Online.** At Go-Live, Employees will be able to view their benefits information online. Employees will also be able to make changes to their insurance benefits and enroll in Flexible Benefits via ESS during the Annual Enrollment Transfer Period (AETP) in the fall of 2008. Edison will give employees the ability to enroll in their 401(k) and 457 benefits at any time after Go-Live.
- **New Savings Plan Options.** Through Edison, Employees will be able to make contributions to all savings plans; including a traditional 401K, 457 and for the first time, a Roth 401K. Contributions can be based on a percentage of gross earnings or by a flat amount.
- **Online Timesheets.** Instead of using Data Capture to record time, employees will log time online through Edison. Employees will also request leave or overtime approval through Edison. The leave or overtime request will automatically go to the supervisor for easy approval online.
- **Request Training Courses.** Training information will be available through Edison. Employees will have the ability to view training catalogs and request courses online. Supervisors will be able to sign employees up for classes and review and approve requests to take additional courses.

## Letter from the Director

I am pleased to report that Project Edison continues to remain on track. We are



currently finishing the software configuration of the Human Capital Management (HCM) modules and have begun the unit and integration testing. As you will see in this issue of the newsletter, the system will undergo several rounds of testing to ensure Edison will function properly as designed when we Go-Live in January 2008. We are also gearing up for end-user training, which will begin in September for the HCM modules. The article on training on page 6 outlines what lies ahead and what employees can expect in the coming months.

At this stage of the project, we know more now about what Edison will mean to the State employee population. There are a number of changes that will take place, leading to more streamlined business processes and a reduction of paperwork and work redundancy. One of the biggest changes will be the centralization of payroll and benefits transaction processing. After a thorough evaluation, we believe moving to a centralized environment will be a more efficient and effective way to handle basic administrative service transactions. See the article on page 2 for more information on this topic.

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# A New Payroll & Benefits Environment

Before Project Edison began, an extensive study was conducted to determine the value and feasibility of a State of Tennessee Enterprise Resource Planning (ERP) project. As part of this study, research was conducted to see how the State could improve its business processes. The study showed that our current payroll and benefits environment lacks standardized business processes across State agencies. This decentralized environment causes a higher number of transactions, which leads to a greater number of errors. Additionally, significant employee manpower has been dedicated to maintaining employee data, answering employee requests and calculating pay. Industry best practices suggest that standardized business processes and a centralized point of contact encourage more efficient and effective payroll and benefits processes.

After evaluating all of these factors and consulting with other organizations that have implemented ERP solutions, it was determined that creating a central payroll office and central benefits office would improve how the State handles these functions. Creating these central offices will give employees a single point of contact for payroll and a single point of contact for standard benefits transactions. Although employees will have the ability to change some benefits and personal information through Employee Self Service (ESS), employees will still have the ability to speak with someone if they have questions. The central payroll and benefits offices, or call centers, will be available to handle employee questions and requests. Because the central payroll and benefits specialists will deal with a large volume of

requests, they will be well-versed in how to handle

situations professionally and with a high level of customer service.

Employees will have the ability to complete many tasks through ESS, which eliminates the need for such a large base of employees to complete data entry. This will free up agency payroll and benefits specialists to focus more on reporting, data analysis and other key agency tasks. There are no plans to eliminate positions through centralization of payroll and benefits. Instead, centralization is geared to make administrative processes more efficient, while providing excellent customer service to employees. Agency HR/Benefits resources will continue to provide orientation support for new employees. This move toward centralization is not intended to replace the human interaction that employees receive, but is meant to provide a consistent and timely response for transactions and inquiries.

By using the technology available through Edison, the State will save time and money on payroll and benefits, while making the processes quicker and easier to use. The move toward centralization is not intended to replace the human interaction that employees receive today. It is intended to provide consistent and timely response for transactions and inquiries. Although this new environment will require some change on everyone's part, we are confident that a central payroll and benefits solution will be the most effective way to administer State processes and efficiently use taxpayer money.



## Letter from the Director

*(Continued from Page 1)*

As stated before, there are no plans to eliminate positions with the implementation of Edison. However, job focus and responsibilities may be shifted to better accommodate new business processes. Where there may be a decreased need in one area, a greater need may be accommodated in another area. We have recently met with Agency Leadership to discuss how Edison business process changes will affect the way agencies complete administrative business functions. Edison team members will be working closely with each agency to make these determinations and to help ensure that all employees receive adequate training to perform their jobs effectively with the implementation of Edison. We address payroll and benefits centralization in this newsletter and hope you will read how these changes will positively impact the State of Tennessee.

As always, we are dedicated to fostering two-way communication about the project. If you have comments, questions or concerns, we encourage you to e-mail us at [edison@state.tn.us](mailto:edison@state.tn.us). Your honest feedback will help us make Project Edison a more positive experience for everyone. Thank you for your interest and support of Project Edison!

Sincerely,

Stephanie Richardson  
Director, Project Edison

# SEE IT!

## A Look at Edison and the PeopleSoft system

A demo of the PeopleSoft system is now available on the Edison Intranet site! This demo will give you an idea of what Edison will look like. In particular, it will show you some of the functionality available in the Employee Self-Service (ESS) module. In the demo, you will learn how to view your paycheck and request an additional W2.

The demo contains four different modes for learning the task. To get started, you can click on one of the following modes:

### 1. See It!

This mode allows you to watch the task take place. There will be instructions for each step of the task and the cursor will move itself.

### 2. Try It!

In this mode, the demo will give you instructions on where to move the cursor and type in the information.

### 3. Know It?

The Know It mode gives you the opportunity to complete the task on your own. The program will let you know if you've made a mistake and

offer to show you the correct step that you should have taken. Additionally, this mode will give you a score at the end of the task to show you how well you did.

### 4. Do It!

In this final mode, users will have the chance to complete the task using live data. Although this mode is not currently activated, it will be available after Go-Live for users to practice the tasks they learned in training.

Similar demos and tools will be used during end-user training beginning this fall. We hope you will take a few minutes to look at the demo. To view the demo, please visit the Edison Intranet site at <http://intranet.state.tn.us/erp> and click on the Edison Demo located in the top right corner. Once you are in the demo, you will see a link on the left that says "Edison Demo." Click on the plus sign next to it, then the "HCM Demo" plus sign, followed by the "ESS Demo" link. Once you've done this, you can select which mode you would like to use.

If you have any questions about the demo, please contact us at [edison@state.tn.us](mailto:edison@state.tn.us).

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## Edison Spotlight

After earning a degree from MTSU, **Larry Cole** began his career with the State 24



years ago in the Department of General Services. Larry continued to work his way up through the department and was the director of administrative services before coming to Project Edison as the procurement and logistics manager. In his current role, Larry Cole oversees the procurement, logistics, inventory, assets, plant and fleet modules of Edison.

"We support the business functions that affect employees on a day-to-day basis because there is an interaction between the system and how employees do their jobs," Larry said.

Larry believes that Edison will eliminate bottlenecks from a logistical perspective, simplify the procurement process and reduce frustration from rules and forms.

Interesting facts about Larry:

- Larry was born in Nebraska, which is why he's a huge Nebraska Cornhuskers fan. Visit his office and you'll find a framed article about the first time Nebraska beating Tennessee.
- Larry spent most of his childhood in Key West, Florida. Larry began his college career in Florida, but transferred to MTSU when his family relocated to the area.
- Besides spending time on Project Edison, Larry enjoys spending time with his wife, Patsy, and 18-year-old daughter, April.

# Applicant Services Vendor Named

Edison is pleased to announce that the Applicant Services contract has been awarded to NEOGOV. Established in 1998, NEOGOV designs products and solutions focused exclusively on public sector recruitment, selection, testing, applicant tracking, list management, certification and hiring. Currently, 148 public sector agencies and more than 22,000 users in 38 different states use NEOGOV. NEOGOV processes more than \$6 million applications annually.

The State's Applicant Services division provides information to applicants regarding employment and promotional opportunities, and administers career service employment examinations, which involves a merit system of employment based on an applicant's qualifications. There are approximately 1,400 different job classifications within the State's career service system. For the majority of these classifications, the examinations administered by Applicant Services have a rating scale based on education and experience. There are approximately 200 job classifications for which applications are accepted at any time and examinations are administered on a continuous basis. During the last six months, Applicant Services, on average, received approximately 23,000 applications per month.

NEOGOV has extensive experience in delivering solutions to large public sector agencies with a similar scope as Tennessee's Applicant Services requirements. Having dealt with similar civil service rules, regulations, and processes specific to test scheduling, NEOGOV will be able to use that experience for the benefit of the State and its employees. Specifically,

NEOGOV's Insight Enterprise solution is very configurable, which will assist in particularly rigorous civil service processes such as the registry and certification list management. This is important because it allows the State to accommodate changes in rules and regulations without requiring system customization. NEOGOV and the State of Tennessee are working together to ensure that the State's eligibility, registry and certification list rules are conducted properly and automatically within Insight Enterprise.

Another process solution within NEOGOV is the ability to create, maintain and process examination announcements and position announcements, as well as accommodate both paper and computer-based testing. Additionally, NEOGOV can generate applicant questionnaires and automatically screen applications for minimum requirements needed for the position. For instance, the State can define education and experience requirements to determine a rating criteria. Then, the NEOGOV Insight program will automatically tally the months of experience and review the other criteria to provide an education and experience rating. This tool will free up significant staff time and make the process quicker for applicants. Through NEOGOV, applicants will apply online and attach resumes, certificates, licenses and other documents. All of the application information will be captured in one place, making it easy to access and readily available for the State's review.

Through the Insight Enterprise solution, NEOGOV has established itself as the market and technology leader in on-demand workforce management. At the

## ASK EDISON

**Q. F & A Payroll will no longer print employee pay advices or pay stubs due to the availability of this information through ESS. What arrangements will be made for employees that do not have computer access?**

**A.** Agencies will have the ability to print these advices and forward the information to the employees. Also, Edison will be available to employees to access from their home computers or a field office.

**Q. Will legislative employees continue to be paid monthly once the payroll module goes live in January '08?**

**A.** Yes. The Edison system will be configured so that legislative employees will continue to be paid monthly. If there is a need or desire to change that frequency in the future, Edison can also be reconfigured to accommodate the change.

**To submit a question to Ask Edison, e-mail us at [edison@state.tn.us](mailto:edison@state.tn.us). Your question may appear in a future issue of *The Edison Report*!**

beginning of 2008, the State of Tennessee will convert over to the new system and begin taking new applications at the beginning of the new year. Insight Enterprise is a time-tested and proven enterprise solution that has been implemented in all of NEOGOV's public sector clients. Given NEOGOV's track record, Insight Enterprise should be a great solution for the State's Applicant Services division.



# A Self Service World

It is not news that we live in a self-service world. After all, when was the last time a service station attendant rushed out to fill up your car with gas and check under the hood? In today's world, most of us fill up our own cars.

Self-service is everywhere. For instance, have you ever used the Internet to shop for an item, or to find out the best price for an item before you went to buy it? Have you ever shopped for a vacation on the Web or bought an airline ticket online? Have you ever used the telephone or your computer to check your bank balance or to pay a bill? Or used an ATM to get cash out of your account?

Some of these examples did not exist just ten years ago. Yet now, it seems hard to imagine living without some of these conveniences. Likewise, Edison is moving toward a self-service environment. Although Edison has a long list of features for administrative users, the Employee Self-Service (ESS) module will benefit just about everyone in the State. Just like using a self-serve gas station, State employees will appreciate using ESS. It's convenient. It's fast. And it will save us (the taxpayers) money.

There is a story that many years ago, when telephone operators had to connect a wire to complete our telephone calls for us, AT&T projected the number of phone lines into the future. The number was growing rapidly, as you can imagine; and there was a point when AT&T saw that it would have to employ every single person in the United States to complete all of the expected calls!

But in a sense, that is exactly what happened, because today we complete all of our own calls using technology. Likewise, in Edison, employees will be able to handle most routine requests themselves, using the technology in the new system.

Edison ESS will have many features, all mostly new to State employees. Some of the functions available through ESS include: viewing your paystub from any check for the last sixteen months after the new system has been in use for that time; requesting an address or phone number change to your personnel files when you move; requesting (and confirming) enrollment in a State-offered training course; and entering your travel expenses for reimbursement. It will be your one-stop-shop for all of the most common employee tasks. ESS will be ready to give you the fastest access to your own information and answer your most common questions, 24 hours a day, seven days a week. There is more specific information about ESS on page 1 of this newsletter.

As convenient as ESS will be, there are times when you will need help from a person. Edison will have its own dedicated Help Desk to solve user problems and answer questions. So, Edison we will still have a personal touch.

Although changing to Edison's self-service environment may be challenging at first, with time, employees may wonder how we ever did business without it.

## Testing Edison

The Edison HCM functional team is currently conducting software testing of the Edison system. Testing is much more than making sure the "bugs" are worked out. The purpose of testing is quality assurance, verification, validation, and reliability estimation. Testing is necessary to ensure the entire system is complete and accurate.

Prior to Go-Live, each module of Edison must complete five levels of testing: unit testing, integration testing, system testing, user acceptance testing (UAT), and production system testing. Although testing the system is time consuming, it ensures we have accurate data and helps prevent potential problems down the line, saving time and money.

Within each round of testing, there are four primary areas that must be verified:

- 1. System configuration.** Testers determine whether or not the system is set-up to meet the predetermined needs of the Edison PeopleSoft solution.
- 2. Security configuration.** Verifying this piece is critical to ensuring that Edison is secure to maintain sound data, confidentiality and user roles and permissions.
- 3. Development requests.** When looking at development requests, testers ensure that conversions, interfaces, modifications, customizations, reports and workflows are valid and that the State will be able to process and transfer necessary information.
- 4. System response/stability.** This piece of testing measures the ability to access and input data into the Edison database in a timely and consistent manner.

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# Update on Edison End-User Training

Training for Edison is coming soon. The project has finished developing the course catalog for the Human Capital Management (HCM) portion of Edison and is now beginning to identify learners for HCM courses. The course catalog contains each and every course necessary for the core user population to learn how to use Edison's HCM modules. Using survey information provided by State agencies, such as the Training Assessment Survey, Edison has been able to preliminarily identify what courses each of the affected core users will require. The learner population for these courses was determined through a series of role-mapping processes where employees with certain job tasks were identified for specific training courses to help ensure that everyone will be properly trained on the new system.

Additionally, over the past few weeks, Edison has been assisting agencies in finding training solutions for users who need to learn basic computer skills before going through Edison training. One potential option for agencies involves the courses OIR is currently offering in basic computer skills training. More information can be found at this website: <http://intranet.state.tn.us/finance/oir/training/>

For Edison training this fall, the project will use the same PeopleSoft Enterprise Learning Management (ELM) module that State agencies will use after Go-Live to administer training enrollment and

management. Prior to January 1, 2008, State employees will not enroll themselves; but instead your agency Training Coordinators will enroll "learners" into the system with the support of the Project Edison staff. Training Coordinators will be trained to use ELM for course registration in July. Project Edison staff will provide a list of learners and they will be enrolled into the appropriate classes by the Training Coordinators. The ELM system has the ability to contact the learners by e-mail so people will know when they are scheduled to have training.

## Testing Edison

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We are currently in the unit testing phase of the process. The objective of unit testing is to confirm base system functionality through a series of standardized tests. These tests look at pages, reports, interfaces, processes, workflow and security roles and permissions. Each component is tested for functionality, appearance, and processing in an independent environment so potential issues will be isolated as quickly as possible. In the end, testing is one of the most important factors to ensure the success of Edison.

